

Equal Employment Opportunity

EOD published the city's annual Equal Employment Opportunity Statistical Report, which evaluates Phoenix's yearly progress in developing a work force reflective of the available labor pool in Maricopa County in both ethnicity and gender. The report showed that the city has an increasingly diverse work force – more than one-third of its employees are minorities and slightly more than 31 percent are female. The number of women employed by the city shows a steady increase for each of the past 17 years.

Business Development

Phoenix's business participation programs give local business owners the opportunity to do business with the city and get development assistance to grow their businesses. EOD continues to conduct aggressive outreach efforts to identify these firms, including presenting community workshops to help companies becoming certified with the city, notifying new firms of business opportunities with Phoenix and attending more than 50 business community events:

- EOD increased its certification workshops from quarterly to monthly to enhance customer service to applicants. Starting in October 2000, EOD held nine community workshops to assist firms interested in becoming certified as minority, woman-owned, disadvantaged and small business enterprises. EOD staff discussed the certification process, explained the documentation needed for proof of eligibility and helped firms complete the application process. Staff from the Community and Economic Development Department (CED) Small Business Development Program presented financial and business development assistance available to firms. More than 250 people attended the sessions.
- The department received 889 applications for certification and certified 697 minority, woman, disadvantaged and small business enterprises during the fiscal year.
- Contractors and business owners learned about city construction contracting opportunities at Construction Networking Opportunity Day held March 28, 2001, at Phoenix City Hall. More than 140 general contractors, subcontractors, suppliers, trucking companies and service providers networked with city officials and EOD, CED, Engineering and Architectural Services (EAS) and Housing Department staff. EOD plans to work collaboratively with EAS to host the event twice each year.



EOD Program Assistants Deborah Hinegardner (left) and Rose James (standing right) assist attendees at a certification workshop.

- On May 21, 2001, EOD hosted the first orientation workshop for minority, woman and small business owners at Phoenix City Hall. The bimonthly workshops are a collaborative effort with CED, EAS and the Finance Department to acquaint newly certified firms with the city's bid process, the goods and general services bid incentive and available technical and financial assistance.

- In 2000-01, EOD implemented a tracking and referral process for the M/W/SBE Program to document assistance and information provided to firms by EOD and the CED, Finance and EAS departments. The process provides a seamless system for clients seeking information about program incentives, services and resources.

From October 2000 when the process began through June 2001, the departments recorded more than 600 original contacts and 326 referrals among the four departments. The departments referred firms for certification, business consulting services, information on city business and networking opportunities, technical and financial assistance, and resource materials.

M/W/D/SBE FIRMS — CERTIFIED/APPLICATIONS



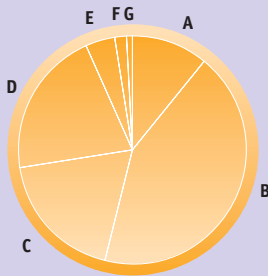
EOD Specialist Terri Baack and Deputy Director Joe Sena (seated) look over a case file for a discrimination complaint.



EOD Specialists Doris Barnes (seated) and Dottie Sickels discuss a discrimination complaint.

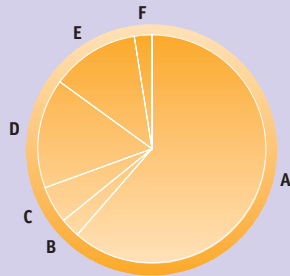
- EOD worked with the City Manager's Office and CED, EAS and Finance to implement the recommendations of the Second Generation Disparity Study. The Disparity Working Committee met weekly to review program work plans and report on outreach efforts and progress in implementing the study recommendations. EOD took a lead role in compiling a six-month status report on the program presented to the City Council Economy Subcommittee.

TYPES OF COMPLAINTS RECEIVED
TOTAL INTAKES = 257



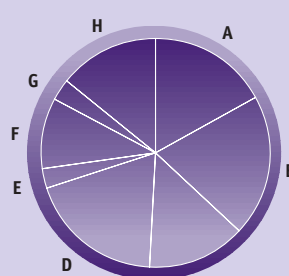
A — American With Disabilities Act (ADA) (28)
B — City Employment (111)
C — Housing (48)
D — Management Inquiries (53)
E — Private Sector Employment (11)
F — Public Accommodations (4)
G — Other (2)

TYPES OF CLOSURES
TOTAL CLOSURES = 251



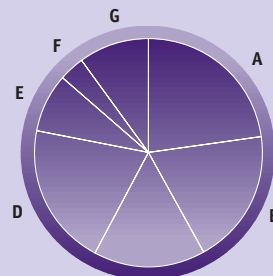
A — Administrative Closures (61%)
B — Cause Finding (3%)
C — Settlement Conciliation (5%)
D — No Cause (16%)
E — Dismissal (by EEOC) (12%)
F — Complaint Withdrawn (3%)
G — All Others (14%)

CASES RECEIVED
BY PROTECTED CATEGORY



A — Race/Color (17%)
B — Sex (20%)
C — National Origin (14%)
D — Disability (19%)
E — Sexual Orientation (3%)
F — Age (10%)
G — Familial Status (3%)
H — All Others (14%)

CLOSURES
BY PROTECTED CATEGORY



A — Race/Color (23%)
B — Sex (19%)
C — National Origin (16%)
D — Disability (20%)
E — Age (8%)
F — Familial Status (4%)
G — All Others (19%)

Enforcement Activities

- In 2000-01, the Compliance and Enforcement Division investigated 251 discrimination complaints: 60 in housing, 106 concerning city employment, four in public accommodations, 30 on Americans With Disabilities Act (ADA) accessibility issues, 12 in private sector employment and 39 special department inquiries.
- The U.S. Department of Housing and Urban Development (HUD) awarded EOD \$118,000 for the 2000-01 fiscal year to promote fair housing activities under EOD's cooperative agreement with the federal agency. HUD authorizes EOD to investigate and resolve complaints of housing discrimination originating in Phoenix. HUD provides grant support for staffing, training and technology needs.

Fair Housing

Each year Fair Housing Month is celebrated in April to educate the community about fair housing and providing ways to eliminate housing discrimination.

- On April 4-5, 2001, the Arizona Fair Housing Partnership, with EOD, the Phoenix Housing Department and HUD as participating members, hosted "Fair Housing Summit 2001." The Fair Housing Partnership is a consortium of public

and private agencies committed to promoting fair housing opportunities in Arizona. The conference included panel discussions and workshops addressing fair housing issues such as housing discrimination, accessibility and predatory lending. EOD staff participated in a panel discussion on the role of local and state government agencies that contract with HUD to enforce fair housing laws. More than 300 housing providers, real estate professionals, mortgage lenders, and state and local government officials attended the event.



- EOD televised its 30-second fair housing public service announcement on cable television from June through September 2001 to publicize its fair housing program. The PSA aired more than 475 times over the four-month period on Black Entertainment TV, Court TV and the Fox Family Network as well as MAS! Arizona and Gala Television. The advertising was part of department efforts to increase public awareness of the EOD fair housing assistance program.



Above: Secretary IIs Vickey Colter (standing), Pattie Johnson and Juanita Salomon review the certification status of a firm on the Business Relations Section database.

Right: EO Specialists Georgia Zink (foreground) and Marilyn Stanford (in rear) conduct a sexual harassment prevention seminar for city supervisors.

Left: EO Specialists Warren Newberry and JoAnne Dukeshire review statistics regarding the use of minority subcontractors on a city construction project.

Education and Training

- EOD collaborated with the Neighborhood Services Department in addressing neighborhood fair housing issues and providing monthly landlord and renter education clinics. The clinics, held at Phoenix City Hall, educate landlords and tenants on their rights and responsibilities in the areas of landlord/tenant and fair housing law. More than 750 people attended the monthly clinics.

In addition, department staff conducted more than 80 educational presentations during the year for city departments and community groups on cultural diversity awareness, disability issues, affirmative action, sexual harassment prevention and equal opportunity.

- The City Disability Resource Pool is a group of paid individuals who serve as a resource for accessibility reviews of architectural plans, policies, training assistance and other disability-related issues. Work completed by the pool included disability awareness training for the Parks Department, architectural review of the Union Hills water services yard, facility review of Orpheum Theatre renovations and review of Braille signage for the Civic Plaza East Garage. By using the pool, the city saved an estimated \$10,800 in accessibility consultant costs.

